COMBAT-RELATED SPECIAL COMPENSATION
*Because You – the Veteran – Earned It*

**The Adjutant General Directorate**

# CRSC Ambassador and Affiliate Training Call

July 16, 2008

# The Adjutant General Directorate

## Agenda

- Reminders
- Representation Do’s and Don’ts
- SFSS Staff
- Open Discussion

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## Reminders

- All claims you are assisting with should have either V3AM or V2AM in the top right hand corner.

- All media outreach needs to be approved through the CRSC program office before submission.
  - Exception: standard media outreach tools
  - Media Tips & Tricks document is a good reference for working with the media

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## You Are Representing CRSC

- DO:
  - Use the tools and resources provided to you for outreach
  - Speak to your local media about CRSC ***after*** contacting the program office to make them aware of the event
  - Contact your political representatives to educate them about CRSC and offer them information
  - Contact the program office if you have any concerns before elevating it to ARBA or the Congressional level
  - Keep it professional
- DO NOT:
  - Speak to national media – that should be through Public Affairs and the program office
  - Answer any question that is outside of the realm of the program or that you do not feel 100% confident answering
  - Lobby politicians under the auspice of being a CRSC Ambassador

# Manage Risk to Yourself and Others

- Confidentiality is Key!
  - When the CRSC Program Office sends along contact information for a retiree, it is solely for the purpose of assisting them with their claim
  - Do not share Personally Identifiable Information (PII) of a potential claimant with anyone outside of the program office unless you receive specific permission from the retiree
- Keep your liabilities at a minimum
  - Never promise payment, even if they have an injury that is very straightforward and will likely be awarded (e.g., diabetes due to AO exposure)

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## Personally Identifiable Information (PII)

- What is PII?
  - Information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name and medical records
  - Personal information which is linked or linkable to a specified individual
- Always protect PII
  - Only distribute or release PII to individuals when it is authorized and the individual has a need to know
  - Do not discuss PII in common public areas
  - Properly dispose of copies of claims, medical records, etc., containing PII by burning or shredding after a claim is complete
  - Do not email full SSNs to the program office
  - Report the loss or unauthorized disclosure of PII to CRSC immediately to mitigate any risk that could occur

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## What is an SFSS?

- TSGLI has 12 Soldier Family Support Specialists (SFSSs) at strategic MTFs around the country
- They are deployed military staff
- Each SFSS has been through a training process at Human Resources Command for an in depth understanding of the program
- They also have an understanding of Combat-Related Special Compensation (CRSC)

# SFSS Roles and Responsibilities

- Responsibilities include:
  - Program education to medical personnel, leadership and claimants
  - Claimant advocacy
  - Claim processing assistance
  - Medical documentation assistance
  - Payment advisory/counseling
  - Guidance on ADLs
  - Address Soldier, Family concerns – channel to appropriate program authorities
  - Provide HRC benefit and resource referrals

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## Meet Your SFSS

| Location | Deployed SFSS | | Phone Number |
|---|---|---|---|
| BAMC, Fort Sam Houston, TX | BLANCO, Martin | LTC | 210-916-3984 |
| BAMC, Fort Sam Houston, TX | LOPEZ, Norma | MSG | 210-916-4397 |
| Blanchfield, Ft Campbell, KY | COREY, Randy | SGM | 270-956-1748 |
| Darnel Army Hospital, Ft Hood, TX | LEDEZMA, Letica | MSG | 571-289-3039 |
| Eisenhower, Ft. Gordon, GA | TURNER, Ira | MSG | 706-791-0794 |
| Ft. Belvoir, VA | FORD, Kyle | CPT | 317-375-1590 |
| Guthrie Ambulatory Clinic, FT Drum, NY | RATTERMAN, Mark | MSG | 315-774-0644 |
| Madigan AMC, Ft. Lewis, WA | DUCKETT, Jesse | SGT | 253-966-8433 |
| Schoefield AMC, HI | BERRY, James | LTC | 808-805-8190 |
| WAMC, Ft. Bragg, NC | GAMBLE, Derek | SSG | 910-643-6657 |
| William Beaumont AMC, Fort Bliss | RUMMANS, Lester | MSG | 915-569-4235 |
| WRAMC, Washington DC | FORNEY, Daniel | SGM | 202-356-1012 x40300 |

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## Open Discussion Notes

- One Ambassador attended a PTSD course that is done by the VA. He enjoyed it and suggests it for those who may be interested. See attached word document for more information.
- CRSC and CRDP Retro Pay mentioned in USA Today, pg. 8 (note: all retro payments are determined by the VA and/or DFAS and are distributed by DFAS)
- MAC users will need to download their resources from the website if they encounter problems getting information from the the CDs
- It has proven helpful for some Ambassadors to request a copy of the C-file from the VA, which includes a complete medical history
- If you would like a CRSC staff member to attend your event, please let us know 30-60 days prior to the event along with whether or not your organization is able to fund travel. If you are not able to fund travel, provide us with as much information as possible about the event, the audience, number of attendees, etc.

# Open Discussion Notes (cont.)

- Secondary Conditions: If Disability A is the primary condition and disabilities B, C, and D are all secondary how should it be handled?
  - Fill out page 2 of the claim form (Section IV – Request for Combat –Relatedness Determination) for disability A.
  - On the bottom of page 2, list disabilities B, C, and D in Section (m)
  - Include those secondary conditions that may have a 0% rating
  - When submitting a claim for more than one "primary" disability, make copies of page 2 and fill in the *Page 2 – Sheet* ___ *of* ___ at the bottom of the page
  - As long as the primary condition is rated as combat-related each of the secondary conditions will be as well. Documentation is only necessary for the primary condition
  - Disabilities B, C, and D must be listed as secondary to Disability A in the VA rating decision

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## Open Discussion Notes (cont.)

- I received two retro payments, one from CRDP and one from CRSC. Who provides the Form 1099 for the taxes on CRDP?
  - DFAS provides all 1099 Information
  - Because this is for the VA Retro Pay initiative, you should contact them through the Retro Pay Hotline: 1-877-327-4457
- Claims Statistics
  - CH61/TERA
    - » 2,146 CH61/TERA have been received since January 1, 2008
    - » 6 received with the V3AM coded claim form
    - » 840 (39%) have been closed to date and of the closed claims, 65% were approved
  - Total Pipeline Volume
    - » Total of 2,119 claims in the pipeline to be processed
    - » Please allow 60-90 days for 20 year retirees and 120 days for CH61/TERA retirees to receive decision letters although many are receiving them sooner